

**Information Technology Resource Management Council (ITRMC)**  
**Meeting Minutes**  
*(Approved by Council February 19, 2003)*

**June 19, 2002**

8:35 to 11:25 a.m., East Conference Room, Joe R. Williams Building  
700 West State Street, Boise, Idaho

The June 19, 2002, meeting of the Information Technology Resource Management Council (ITRMC) was held in the East Conference Room of the Joe R. Williams Building, 700 West State Street, Boise, Idaho.

**CALL TO ORDER, WELCOME**

Pam Ahrens, Council Chairman, who welcomed members and guests present, called the meeting to order.

**ATTENDANCE**

**Members/Designates Present:**

Pam Ahrens, Department of Administration  
Senator Hal Bunderson, Meridian, Idaho  
Ken Harward, Association of Idaho Cities  
Mary Elizabeth Jones, Filer, Idaho  
Karl Kurtz, Department of Health and Welfare  
John Peay, Idaho Supreme Court  
Gary Stivers, State Board of Education  
J.D. Williams, Office of the State Controller  
\*Sandra DeKlotz, Idaho State Police  
\*Dan Hawkins, Department of Education  
\*Mark Richardson, Idaho Transportation Department

\*Designate

**Absent Members:**

Dwight Bower, Idaho Transportation Department  
Representative Lee Gagner, Idaho Falls, Idaho  
Dr. Marilyn Howard, Department of Education  
Senator Bert C. Marley, McCammon, Idaho  
Representative Elmer Martinez, Pocatello, Idaho  
Roger Parks, JR Simplot Company  
Colonel E.D. Strickfaden, Idaho State Police  
Steve Wilson, Idaho State Tax Commission

**Others Present:**

Steve Allison, Office of the State Controller  
Nathan Bentley, ITRMC Staff  
Carla Casper, Div. of IT & Communication Services  
Dena Duncan, Div. of IT & Communication Services  
Rich Elwood, ITRMC Staff  
Kathy Ewert, Office of the State Controller  
Bill Farnsworth, ITRMC Staff  
Don Fournier, ITRMC Staff  
Ron Freeman, Ada County Sheriff's Office  
Emily Gales, ITRMC Staff

Laird Justin, Office of the State Controller  
Sara Nye, Office of the Governor  
Monty Pittman, Div. of Professional-Technical Education  
Joe Roche, Division of IT & Communication Services  
Jeff Shinn, Division of Financial Management  
Carol Silvers, Idaho State Library  
Scott Somerhalder, Access Idaho  
Rob Spofford, Department of Water Resources  
Tammy C. Wallace, Central District Health Department  
Roger Widnor, SARCOM

**STATE CONTROLLER'S OFFICE**

**J.D. Williams**, State Controller, explained that his office had three major functions: accounting, data center management, and payroll. He mentioned problems with electricity in the Capitol Mall area within the past couple of

months; these power outages were serious, as turning off mainframe computers was very risky. Per Williams, thousands of employees, who work off the mainframe housed at the Controller's Office at any one time during the day, were not working when it was down. For that reason, an alternative power source for the mainframes was needed.

#### Discussion:

In response to an inquiry from **Senator Hal Bunderson** (Meridian, Idaho), Williams advised the State of Idaho was in a great minority, in that there existed critical backup generation systems, including at some State agencies.

***Senator Bunderson suggested the Controller's Office (SCO) recommendations concerning backup generation for the State be presented to the ITRMC at its next meeting.*** The Council would then report to the Legislative Joint Finance-Appropriations Committee (JFAC) on its position and what formal action should be taken.

**Karl Kurtz**, Department of Health and Welfare (IDHW), advised his department, through its bioterrorism efforts, was installing a backup generator. He noted that each time its mainframe was down, the cost to IDHW was \$3,400. Additionally, mainframe downtime had a tremendous impact on the Department's systems in terms of processing. Kurtz expressed his strong support of hearing the SCOs recommendations for an alternative power source. **Sandra DeKlotz**, Idaho State Police, also thought it was an excellent idea to hear the recommendations.

#### **SCO Technology Initiatives**

(Refer to presentation: SCO Technology Initiatives)

#### IPOPS (Idaho Paperless Online Personnel/Payroll System)

Williams introduced **Steve Kenyon**, Administrator of Statewide Payroll. Kenyon proceeded with highlights of IPOPS activities since the SCOs last presentation to the ITRMC (April 2001). Presentation highlights included:

- Actions currently available in IPOPS
- What's left to create in IPOPS
- An Example of Hard Savings
- Reduction in Errors
- Electronic Pay Stubs
- W2 Download
- Online Time and Attendance

#### Discussion:

Kenyon advised of an Idaho law (Idaho Code §45-608) prohibiting mandatory direct deposit by employers. After meeting with the Department of Labor and the Office of the Attorney General, it was determined this law only pertained to private industry.

#### Division of Statewide Accounting

**Steve Allison** provided updates on Travel Express (web-based Lotus Notes travel expenditure reporting system) and the State Purchasing Card (P-Card) Accounting Program (structured query language [SQL] server-based bridge application that facilitates the transmission of P-Card banking data into the statewide accounting system).

Other presentation topics included:

- Financial Reporting Enhancements
- Other Technology Projects
- Technology Support Efforts
- Financial Systems Directions

#### Discussion:

Kurtz expressed his appreciation for the IDHWs partnership with the SCO. He added that the IDHW heavily relied upon the SCO for its data collection.

Williams discussed advantages of the Idaho State Controller being an elected official. For instance: little restriction on major computer center management, allowing things to be done on a very expedited basis; the opportunity to create results-oriented, working relationships; and the ability to focus only on the computer center – a massive undertaking. He added that extending the life of the legacy systems housed in the SCOs computer center would save the State millions of dollars long-term.

Chairman Ahrens noted that the Department of Administration would be piloting an online group insurance enrollment in the coming weeks.

## **DIVISION OF INFORMATION TECHNOLOGY & COMMUNICATION SERVICES (DITCS)**

(Refer to slide presentation: Securing E-Government – *Network Security Update*)

**Kevin Iwersen**, Security Analyst for the Department of Administration (DoA), briefed the Council on the status of Idaho's e-government security and DoA initiatives (in conjunction with various other State agencies).

Presentation overview:

- Understanding the Threat – Why security?
- Highlights – What have we accomplished?
- Next Steps – Where are we headed?

Said Iwersen, security is an enabler in moving towards e-government applications and systems. Without security, we cannot ensure due diligence; minimize our downstream liability; or guarantee our systems are available, or that information and confidentiality is protected; etc.

Discussion:

***Senator Bunderson asked Iwersen to provide a similar report to the Legislative Interim Committee on Electronic Commerce at its July 25, 2002, meeting.*** In answer to a question from Bunderson, Iwersen advised managed firewall services had been targeted towards State agencies, and not to the private sector. The DoA was in the process of posting its Cyber Security News (a periodic publication to increase security awareness) to the Internet to share with cities and counties, as well as private industry. Bunderson then discussed some issues the Interim Committee on E-Commerce would be dealing with, such as how to increase broadband in rural communities. There was more discussion on Internet and security-related solutions, and on information that could be provided to the public.

## **WORK GROUP / COMMITTEE UPDATE**

### **Public Safety, Emergency Communication Committee**

Ada County Sheriff **Vaughn Killeen** provided a brief overview of **E911 Systems Subcommittee** activities. Killeen reported that the group was investigating what could be done, on a statewide level, to create an umbrella of standardization and continuity with regard to 911 funds being received by Idaho counties. Over the last few years, Killeen had met with the various wireless vendors in an effort to draft legislation that would create a statewide funding committee, and for the first time, provide guidance, control, and a systematic approach to 911 centers throughout the State. Killeen went on to explain that the wireless vendors had initially worked with him on this effort, but later expressed opposition. Due in part to this resistance, the Subcommittee had not been successful. He then discussed the draft legislation in more detail.

The E911 Systems Subcommittee had previously approached the matter from the local level, an approach that created much more regionalization. Now, **the group intended to move forward on a statewide level**, which

would allow for consistency when working with Idaho's local governments. Killeen noted that, unlike telephone companies providing landline service, wireless vendors in Idaho were not paying a monthly fee, which contributed to infrastructure development and assisted in local emergency communication. Also, funding from landlines was decreasing, while the use of wireless communications was rapidly increasing. He then mentioned how the group planned to in some way utilize the Federal Communications Commission's (FCC) wireless 911 requirements ([http://www.fcc.gov/911/enhanced/releases/factsheet\\_requirements\\_012001.pdf](http://www.fcc.gov/911/enhanced/releases/factsheet_requirements_012001.pdf)). For more information on the FCC's wireless E911 program, visit <http://www.fcc.gov/911/enhanced/>.

#### Discussion:

Killeen advised an Idaho map had been created showing that ninety percent – from a population standpoint – was covered by E911 area. Though, one issue the draft legislation would address was how to increase Idaho's *geographic* coverage with wireless telephone systems. He went on to discuss some benefits of E911 service used with wireless systems.

The needed technologies already existed; the issue was how quickly the wireless vendors could adopt them.

At the time of the June ITRMC meeting, two wireless vendors were implementing number identification in Ada County; and implementation of E911 service was expected within two years. Also mentioned was a glitch in the process in the last year: through legal analysis, some counties were attempting to find evidence that the existing Emergency Communications Act (Idaho Code § 31-48 [1997], <http://www3.state.id.us/idstat/TOC/31048KTOC.html>) covered wireless vendors, as well as landline vendors.

Chairman Ahrens suggested that the appropriate way for the Council to approach this issue was by way of a recommendation from the Public Safety, Emergency Communication Committee on how to proceed. ***Senator Bunderson recommended a presentation be made to the Legislative Interim Committee on Electronic Commerce***, and suggested that the failed legislation could be packaged, as well. Bunderson also mentioned the Interim Committee voted to form an interim committee dealing with technology. ***Chairman Ahrens asked that Rich Elwood (Statewide IT Coordinator and ITRMC Staff) and Joe Roche (Division of Information Technology and Communication Services, Department of Administration) meeting with Sheriff Killeen and encourage the Public Safety, Emergency Communication Committee to prepare a package recommendation to come before the ITRMC.***

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Ahrens advised of a handout detailing activities of the **Public Safety Statewide Trunked Radio System Subcommittee** (ITRMC Public Safety, Emergency Communication Committee).

#### **Secure Access to Applications and Data (SATAD) Work Group**

Once more, J.D. Williams addressed the Council. The SATAD Work Group received a substantial number of replies to its request for information (RFI) for authentication technology; and responses were being analyzed. The group's goal was to have a draft request for proposal (RFP) circulated for review by Friday, June 21, 2002. The Work Group was scheduled to hold consecutive, all-day sessions June 26-28 to examine the document.

#### **Enterprise E-Mail Service Work Group**

Chairman Ahrens asked Rich Elwood to provide a report on the ITRMC Enterprise E-Mail Service Work Group. Elwood explained that, during the group's June 14 meeting, two topics were discussed: a conference call (conducted by Elwood and Don Fournier, IT Policy Analyst and ITRMC Staff) held with representatives of the State of South Dakota (he briefly discussed details of this call); and work performed by the ITRMC Staff to identify what an ideal statewide e-mail system might look like. The Staff agreed to continue its research, and would be contacting some other states (as well as the private sector) that had successfully implemented large, enterprise-wide e-mail systems. The Work Group would again meet in late July or early August.

## **BRIEF UPDATES**

### **ITRMC Staff**

#### Employee Portal

Bill Farnsworth, IT Policy Analyst and ITRMC Staff, began by explaining the difference between the Internet and an intranet, which was used inside of an organization. A number of agencies, including the SCO, the Public Employee Retirement System of Idaho (PERSI), and the DoA, had been involved in discussions and planning for an employee portal, which would be the equivalent to an intranet. Farnsworth advised the basic idea was to build a portal for State employees – similar to the Access Idaho portal for the public – to access things that interest them. Links would be provided in a table of contents to point employees to agency Web sites, as most needed information did not reside in one location. Farnsworth suggested he organize a steering committee to gather information on what should be incorporated, and spoke more on possible links for the employee portal. He also mentioned that the site would have a functional layout, rather than being organized by agency.

#### Discussion:

J.D. Williams cited what an **incredible idea** this was. Karl Kurtz advised that, about three years prior, the IDHW had developed an employee portal that had been **highly successful** in aiding in communication. There was more discussion on what kind of information could be posted to the site, including the State's emergency procedures manual.

**There was general consensus among Council members present that the development of a State employee portal would be of value, and Chairman Ahrens advised Farnsworth to go forward with the effort.**

#### Digital Government Boot Camp

Rich Elwood provided a brief update on preparations being made for the **2002 Digital Government Boot Camp for Idaho Policy Makers**, an annual event presented by the ITRMC. The program would be held on October 8. Of eight openings, commitments had been obtained from six speakers. Elwood mentioned that this would again be an outstanding program, and encouraged Council members to attend.

#### Agency IT Plans/Projects Report

Rich Elwood directed the Council to their reference notebooks for a report on State agency information technology (IT) plans and projects received by the ITRMC Staff for review. He mentioned the report had been made available to the Division of Financial Management and the Legislative Services Office, via the ITRMC Web site.

## **ITRMC IT POLICIES, ENTERPRISE STANDARDS & GUIDELINES**

### **Policy 2030 IT Major Project Review (*revision*)**

Per Elwood, suggested changes to this policy included the addition of a cost-benefit analysis and risk assessment (along with project information) to the requirement for project plan submission to the ITRMC. Some wording was also changed to clarify what kind of review agency IT plans and projects would undergo. He spoke more on what was expected from agencies with regard to IT plans and projects submitted.

Elwood then went over the procedure carried out by the ITRMC Staff in preparing final draft documents for Council review and approval. ITRMC IT policies and enterprise standards and guidelines were drafted based on information obtained from research performed by the Staff. This information was then offered to major agency IT managers for input. Further revisions made were sent to a broader audience of State IT professionals. And so, draft documents presented for ITRMC approval were representative of input received through this process.

#### Discussion:

Elwood reiterated a statement by Senator Bunderson that, following the processes outlined in Policy 2030 did not ensure a successful project. In response to a question from Bunderson, Elwood advised that, due to staff limitations, there was no mechanism in place for the ITRMC Staff to monitor major agency projects during implementation. Further, it was up to the agencies to declare what a major project might be. **Bunderson suggested a monitoring system be developed, whereby agencies would be required to earmark and report various milestones on some basis, be it cost or performance.** Problems encountered would then be disclosed by the agency, and certain key benchmarks would be identified. Chairman Ahrens noted that the Legislative Audits staff (Legislative Services Office) had a risk assessment tool or model in place to monitor State agency projects. Per Elwood, basic information on this was provided in the ITRMC IT Enterprise Guideline G213, Risk Assessment. Perhaps the Staff could look into inserting some of those kinds of benchmarks/milestones into ITRMC guidelines, as well. Bunderson added that concerns of a number of legislators would be minimized if this were monitored. J.D. Williams and John Peay (Idaho Supreme Court) concurred that there should be some type of oversight in place for agency major IT projects. There was more discussion on this issue.

Elwood pointed out that one of the biggest issues was how to increase agency compliance with ITRMC IT policies and standards.

#### **Policy 1020 Privacy Notice (revision)**

Bill Farnsworth advised of revisions to the policy: further clarification that information collected was only used for the purpose collected; definition and clarification of cookies (cookies remember information to limit redundancy) on State Web sites; directions on how to turn off cookies; and minor wording changes for clarification purposes.

#### Discussion:

There was some discussion and clarification on persistent cookies, and cookies in general. Chairman Ahrens noted that the legislature needed a committee dealing with this kind of policy.

#### **Guideline G215 Risk Assessment**

As mentioned by Rich Elwood, the Staff suggested that agencies be required to submit a risk assessment along with project plans. The guidelines outlined in this document were referenced in draft ITRMC IT Policy 2030, IT Major Project Review. Farnsworth briefed the Council on what kind of information was included in the guideline, and mentioned the Staff was working with the Legislative Services Office (LSO) and Division of Financial Management (DFM) to further define the questions listed to help agencies evaluate risk.

#### Discussion:

In answer to a question by John Peay, Farnsworth advised one goal with the Staff's online risk assessment model was to have a single tool to be utilized by the ITRMC Staff, LSO, DFM, and State agencies. There was more discussion on what the model could be used to accomplish. **Senator Bunderson stated that perhaps State agency directors should be held accountable for ensuring compliance with ITRMC guidelines.** Elwood advised the Staff would look into including language reflecting this in the policy itself.

#### **Standard 5110 Metatags (6-month review, no revision)**

Upon six-month review by the ITRMC Staff, no changes were recommended for Standard 5110.

#### **Standard 2120 Electronic Mail (revision) (6-month review)**

**Don Fournier** advised that changes made to this standard were done so to make it stronger from a security standpoint. He then described the suggested changes, noting that many came from State security and IT professionals.

### **Guideline G225 Cost-Benefit Analysis**

Fournier informed the Council that this new guideline was written in support of ITRMC IT Policy 2030, IT Major Project Review. The intent of the document was to provide a resource for State agencies. Cost-benefit analysis was designed to be in full harmony with agency business and IT planning processes. Fournier mentioned several examples of how cost-benefit analysis could be of great benefit to agency administrators.

### **MOTION TO APPROVE POLICIES 2030 & 1020, STANDARD 2120 REVISIONS / ADOPT GUIDELINES G215 & G225**

Harward moved and Kurtz seconded a motion to adopt revisions to ITRMC IT Policy 2030, IT Major Project Review; ITRMC IT Policy 1020, Privacy Notice; and ITRMC IT Enterprise Standard 2120, Electronic Mail; and to adopt the newly drafted ITRMC IT Enterprise Guideline G215, Risk Assessment and ITRMC IT Enterprise Guideline G225, Cost-Benefit Analysis, and the motion was passed unanimously by the eight voting members present. *Affirmative votes were subsequently obtained via fax from seven other Council members, bringing the total vote in the affirmative to 15.*

### **BRIEF UPDATES** (continued)

#### **IDANET**

Chairman Ahrens called on **Joe Roche** to provide an update on IDANET, Idaho's broadband digital telecommunications initiative. Roche reported progress in three areas.

#### **IDANET Backbone :**

Contracts were in place to acquire services and work to build the IDANET backbone (high-speed, high-capacity communications network connecting major population centers in Idaho). For the next six weeks, the project's IT technical team (comprised of many agencies) would be building the backbone, which would be physically located in the Cities of Coeur d'Alene, Lewiston, Boise, and Meridian. During the month of August, the team would be migrating users (Departments of Health and Welfare and Labor, Idaho Transportation Department [ITD], and some smaller agencies) from existing services onto the IDANET backbone.

#### **Bidding Status:**

Of the six regions, three bids to provide connectivity within each region had virtually been awarded (Regions 1, 2, and 6). Bids for Regions 3, 4, and 5 (covering southern Idaho) were "out on the street, " with responses due during the month of July 2002. Evaluation teams were being organized, and responses would be reviewed during the month of August. **By September, it was hoped that contracts would be in place for the entire State of Idaho.** Roche mentioned that, as a result of ordering services for the IDANET backbone, AT&T installed additional fiber capacity into and around the Coeur d'Alene area to serve others' needs (citizens, businesses, etc.). This additional capacity was above and beyond what the State was asking for.

#### **Network Operations Center (NOC):**

A network operations center would be used to manage the network once services were subscribed to and deployed. Resources had been identified (Idaho State Police, DoA, and ITD) to initially manage the network, but there was certainly opportunity for other agencies to contribute existing resources.

Roche acknowledged all of the help, excellent suggestions, and cooperation received from the ITD in building the backbone. He also thanked the IDHW for its sharing efforts in ensuring emergency generator backup power.

#### **Discussion:**

Chairman Ahrens pointed out that the ITD had "really stepped up with leveraging the State's assets" to help this effort, and mentioned other agencies' cooperation.

***Senator Bunderson suggested there be a presentation made to the Legislative Interim Committee on Electronic Commerce at its July 25 meeting, regarding actions that had taken place with this project.***

There was more discussion on details of the IDANET project. Ahrens explained that IDANET was the State's attempt to leverage its buying power. She also mentioned that the ITRMC Staff was working to put together a **database identifying telecommunications services offered in Idaho**. Rich Elwood advised that, when available, the Staff would be happy to provide a demonstration to the Legislative Interim Committee on E-Commerce.

### **Purchasing Contracts**

(Refer to handout: Statewide Contracts & Services)

Chairman Ahrens invited **Jan Cox**, Administrator of the DoA's Division of Purchasing, to brief the Council on statewide Purchasing contracts.

#### Discussion:

J.D. Williams raised the issue of **Microsoft licensing**. Cox was aware that Mark Little (Division of Purchasing), the ITRMC Staff, and the Information Systems Executive Committee (ISEC) had met to discuss this, but he did not have any information beyond that. Williams mentioned that the National Association of State Chief Information Officers (NASCIO) had addressed the issue, as most states had standardized on Microsoft products. **Dan Hawkins**, alternate for Dr. Marilyn Howard of the Department of Education, advised there had been very serious concerns about this within Idaho school districts. Chairman Ahrens recommended Rich Elwood establish a working group on the Microsoft licensing issue. Elwood advised he had been working with Mark Little and NASCIO on this. Ahrens added that perhaps input from public schools should be solicited, as well. There was some discussion on software piracy.

### **Access Idaho**

(Refer to handout: Access Idaho's General Manager's Report, May 2002)

**Scott Somerhalder**, General Manager of Access Idaho, was invited to address the Council. Somerhalder briefed the Council on Access Idaho activities of the previous month.

#### Discussion:

In reply to a question by J.D. Williams, Somerhalder advised the **availability of online renewals for driver's licenses and car registrations** was pending.

### **WORK GROUP / COMMITTEE UPDATE** (continued)

#### **Idaho Geospatial Committee (IGC)**

**Nathan Bentley**, State Geographic Information Systems (GIS) Coordinator and ITRMC Staff, advised that Diane Holloran of POWER Engineers, Inc. had stepped down as a public utilities/private sector representative of the IGC due to a change in job assignment. Holloran suggested Gail Ewart of Maxim Technologies, Inc. be approached to serve as the new IGC representative.

**There was general consensus among Council members present that Gail Ewart, Maxim Technologies, Inc., be asked to participate as a member of the Idaho Geospatial Committee (IGC).**



**NEW BUSINESS / ADJOURNMENT**

Chairman Ahrens reminded the Council that the Digital Government Boot Camp would serve as the group's regular October meeting. Also, Government Technology magazine would be hosting a program on the morning of December 11, and the Council would hold its regular meeting that afternoon. As there was no other new business to come before the Council, Chairman Pam Ahrens thanked those in attendance and adjourned the meeting at 11:25 a.m. The next meeting of the ITRMC would be held on Wednesday, August 21, 2002, from 8:30 to 11:30 a.m. in the East Conference Room of the Joe R. Williams Building.

Respectfully submitted,

Emily Gales  
ITRMC Assistant